HAPPY NEW YEAR

IDACS NEWS QUARTERLY

BEHIND THE SCENES OF NCIC 2000

The change in systems began in 1997 when the FBI and various groups wanted to add new programs and better service. "NCIC 2000" began implementation nationwide in late 1999, and has been the topic of many IDACS committee, Newsletter articles, and manual changes. As most know, it has been mentioned in almost every IDACS certification class since 2000.

"NCIC 2000" has made much progress since fourteen (14) months ago when every user agency and potential user agency was alerted of the change in hardware requirements and the cost of installation and management of the new dedicated circuit.

Could we safely say the old

system was in the long run more complicated? Under the old system each agency was required to install a dedicated phone line from their agency to the nearest ISP District, then it traveled over a State Police microwave line to Indianapolis. This could involve more than one phone company, ISP technicians, Department of Information/Technology and ISP Data Operations for management and troubleshooting. Each month most expected a phone bill ranging from $35.00-$300.00. The line could be shared by several agencies which made the system very slow.

"NCIC 2000" is easier to explain. One monthly fee of $450 plus the one time in-

stallation fee of close to $1,500 brings this system to your agency. Like the old system there must be a dedicated line installed. Even so, the agency making the transaction will be the only one on the line which makes for a dramatic increase in the speed of response. Under the new system, lines will be faster and more reliable increasing speed and accuracy. Not only can printed material be transferred, but also pictures of tattoos, fingerprints, and mug photos to identify wanted, missing and/or dangerous subjects.

"NCIC 2000" is beneficial to all of us and making past and present information just a fingertip away.

WHAT ARE OTHERS SAYING

If you were to ask if the things others are saying about the new system are good, the answer would be yes.

Coordinators and Operators both have been asked how they like the new system.

Answers did not vary much. Most said " It is great, we love it, very simple and everything we need is right there.

Coordinators enjoy the new system because it is much easier to teach new opera-

tors starting at their agency. Along with the Coordinators/Operators, Patrolman are also pleased with the retrieval capability.

Everyone seems to be pleased and happy with the new system. No complaints!

MAKING YOUR OMNIXX PASSWORD SECURE

Agencies who are currently up and running on the Omnixx system, if you haven't previously turned in Challenge Questions for each operator operating on the new system you will need to do so A.S.A.P.

This will be used to provide proof of the operator's identity should that operator require a password reset from IDACS/DOC. The coordinator should have each operator write their information on a 3x5 card along with their full legal name. The operator should then seal the card inside an envelope and provide it to the coordinator. The coordinator will collect all the sealed envelopes, and forward them as a group, to IDACS.

Have you ever been asked "Do cows eat grass?", and not know the answer? Challenge questions are questions that only that operator will know the answer; such as, where did you

Do Cows eat grass?
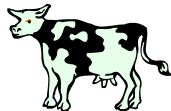
meet your wife/husband, or what elementary school did you attend? Please explain to your operators that general knowledge questions will not be accepted. Also discourage the use of questions which contain children's names, wife/husbands names and pet names because these are used in daily conversation.

Just remember your password is only as secure as you make it!

Agencies who have not yet attended a train the trainer course will be advised to collect challenge questions at the time they are being scheduled to come on line. It may be a good idea to go ahead and explain to your operators about the challenge question and begin collecting them. When you attend your scheduled Train the Trainer course you can bring them with you to give to IDACS at that time.

After your agency has been brought on-line with the Omnixx system, for each new operator that is added you will be required to send in a challenge question (in a sealed envelope) along with the fingerprint card and request letter.

More Questions to Ponder
(Would you consider these secure questions? Some people do, IDACS DOES NOT!)

~ Is the grass always greener on the other side?

~ How many licks does it take to get to the center of a tootsie roll pop?

~ What do cops eat?

~ Do cows eat grass?

~ What is a 3 dimensional triangle?

~ What color is the sky?

IMPROVING SERVICE FROM DATA OPERATIONS CENTER

DOC is here to service our user agencies and we would like to make sure that we are offering the very best service available with the most up-to-date answers. If we fail to do that, we would appreciate immediate feedback so that the incident can be corrected quickly. One of the only measures of quality service we have is feedback from our users, so if you have any concerns or need a continued resolution for something addressing the Data Operations Center, please contact Carrie Hampton, T/C Operational Supervisor: phone-800-622-4961 or (317) 232-8352, via e-mail–champton@isp.state.in.us, or a fax can also be sent to (317) 233-3057.

FREQUENTLY ASKED QUESTIONS AND THEIR ANSWERS

Q: How do I bring up my online validations using the legacy system?

  A: Use screen 029, MKE/QVAL, TXT/FIL/STATUS

Q: What's the proper Original Offense Code format to use when making a warrant entry?

  A: In the MIS field type OOC/1234 first, followed by a brief description of the offense.

Q: What does Invalid MFC Error mean?

  A: MFC stands for Message Field Code. This error is generated when improper data is transmitted to the switch.

Q: Are we allowed to give out Amber Alert information to the local media?

  A: No reason why not, but you should verify with State Police Operations.

Q: How long is the system going to be down?

  A: If an estimated down time has been provided, we'll provide the information to all inquiring agencies. If amount of down time is unknown ISP Data Operations will advise agencies that a message will be sent out once service is restored.

THE INTELENET COMMISSION

In the world we live in today we depend on many things to be instant. One of the most common we depend on is instant communication. The Indiana General Assembly saw this as a challenge and met it with the formation of the Intelenet Commission in 1986. Intelenet now serves two (2) main functions.

First, Intelenet procures and administers a high-speed, integrated telecommunications network dedicated to the public that enables transportation of data, voice and video.   This network is known as the *"Indiana Telecommunications Network" (ITN)*.

The second function of Intelenet is it helps foster and improve Indiana's public education, economic development, and delivery of information and services to its citizens by an electronic portal on the World Wide Web. This Portal is known as *"AccessIndiana"*.

Those being the two main functions, intelenet also administers state and federal grant programs that allow public-sector customers across the state to take advantage of Intelenet-procured communication services. Through these programs, Indiana's public schools and libraries are connected to the state network. Such connectivity enables students and educators from urban and rural areas alike to share in the vast educational and informational resources of the Internet. It also allows them to ex-

applications such as video-conferencing and distance-learning technologies.

Even more, special programs and projects managed by Intelenet have reached beyond Indiana's urban population centers to help bridge the digital divide among public-sector customers and citizens across the state. *Indiana Web Academy* provides a web portal, online curriculum and discount computer resource for K-12 students, their families and educators. *IN–map* web portal provides no-cost Web site hosting and Web site development for county and local government entities. The *EPICS project* , a public health and safety partnership, links 25 public agencies to a secure interagency communication network, and to the Indiana Telecommunications Network on a pilot-project basis.
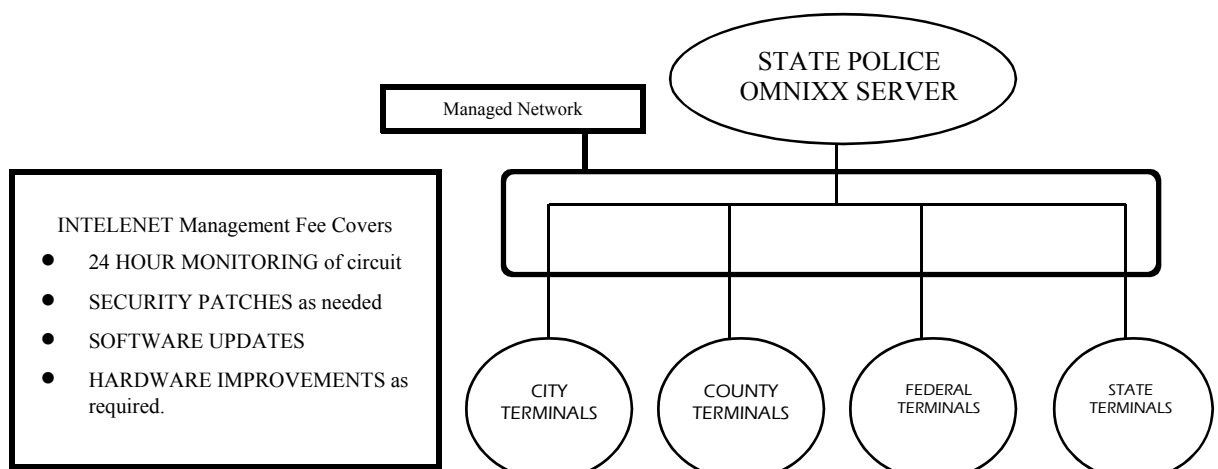
Also known as IHETS, the Indiana Higher Education Telecommunications Act was signed into law on March 11, 1967. Over the years member institutions have increasingly used IHETS to expand outreach and educational services to a wide range of organizations.

A major strategic goal of IHETS is cost-effective access to and the effective use of bandwidth. The goal of the Indiana Telecommunications Network (ITN) is aggregation and management of public-sector bandwidth requirements to provide cost-effective access. This

offers a synergistic relationship.

However, IHETS involvement in the development and management of the network should be viewed in context with the on-going and long-standing responsibilities of the organization. Contracting with the Intelenet Commission to develop and manage the network does not diminish IHETS overall responsibility to help members develop and provide education and information to the people of Indiana. Establishing one or more virtual private networks within the digital infrastructure of ITN allows IHETS long-term view to include the service needs of those they serve. Education and information providers will consistently require unique and significantly higher levels of service from telecommunication network providers than average users.

From empowering a fourth-grade student in Frankfort to use the Internet from both school and home, to designing and hosting Kosciusko County government's Web site, to creating a secure, wide-area network for public health and safety agencies in Orange County, Intelenet is extending a helping hand to Hoosiers across the State of Indiana. The Intelenet Commission is leading the way to a better way for state and local governments to serve the citizens of Indiana.

INTELENET Management Fee Covers
- 24 HOUR MONITORING of circuit
- SECURITY PATCHES as needed
- SOFTWARE UPDATES
- HARDWARE IMPROVEMENTS as required.

Managed Network

STATE POLICE OMNIXX SERVER

CITY TERMINALS

COUNTY TERMINALS

FEDERAL TERMINALS

STATE TERMINALS

★★★★★★★★★★★★★★★★★★★★★
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Website: www.in.gov/isp/idacs
★★★★★★★★★★★★★★★★★★★★★

IDACS Staff	Data Operations Center Staff
Program Director	**Supervisor**
Andre' Clark	*Carrie Hampton*
IDACS System Coordinator	**Day Shift (0700-1500)**
Michael Dearinger	*Eric R. Macy (Working Leader)*
	Ala Munn
Administration	**Evening Shift (1500-2300)**
Holly White	*Patsity Epps (acting Working Leader)*
Sara Bloemker	*Sherif (Leldo Ba) Lee*
IDACS Security	**Night Shift (2300-0700)**
Sgt. John Clawson	*Brian Thayer (Working Leader)*
Sgt. John Richards	*Wayne Swift*
	Fred M Kline
IDACS Training	
Kelly Dignin	
Vivian Nowaczewski	
Troy Scott	

RETIREMENT

Sadly we announce the retirement of Larry McRae the IDACS instructor for the Southwest half of the state. Larry has been an employee of the State Police for over 33 years and has been with IDACS since it's conception. Larry's exceptional knowledge of IDACS, great intellect, and quick wit, will be sincerely missed. We wish him all the best in this new endeavor, which is to begin Dec. of 2003. Larry's last day in the office was Oct. 31st 2003.